

Document Title	Trial and New Membership Communications
Version	2
Date	October 2022
Purpose	To clarify process to bring new members into club



Step 1: Application for Trial

Parent contacts AVSC in these ways

a. Through AVSC website Home Page - New Membership requests will link to Trial Application Google form (this form automatically feeds to the "trial@avsc.co.uk" email address, which is checked by Trial Coordinator.

b. For Academy, AVSC home page text will be updated to include a link to the same Trial Application Google form and some text added saying Academy prospective new members should complete the form for a trial but email avscacademy@avsc.co.uk with any questions related to the Academy. Academy Coordinator will be given access to the "trial@avsc.co.uk" email account

c. "Join our club" website page will be updated to include the Trial application Google form. We have included some text to ask parents to contact "trial@avsc.co.uk" if they have any questions. Prospective Academy swimmers should contact avscacademy@avsc.co.uk with any general questions regarding the Academy.

The email address avscacademy@avsc.co.uk is checked by Academy Coordinator and Academy Coach. Academy Coordinator has access to the "trial@avsc.co.uk" email address

An auto-reply has been put on the trial@avsc.co.uk email. Suggested text....."Thank you for contacting AVSC regarding a swim trial. This email is checked regularly and we will be in contact soon".

On "Contact Us" webpage, "Club trials", "trial@avsc.co.uk" email address has been added and Trials Coordinator name

Academy avscacademy@avsc.co.uk and Academy Coordinator have been added to website contact page

Step 2 Coordination of Trial

Trial Coordinator contacts coaches (Head Coach and other coaches) to arrange trial If the trial is for Academy, Trial Coordinator and Academy Coordinator will liaise to arrange the Academy trial

Step 3 Trial and Follow up

Head Coach and other coaches, and Academy Coordinator arrange trial and agree whether person should be offered place in club and which squad

Coaches send email with decision and swimmer name, squad to trial@avsc.co.uk

Step 4 Membership

Trial Coordinator (trial@avsc.co.uk) contacts parent to inform them about outcome of trial (if application successful or not successful)

Trial Coordinator contacts Membership Secretary (membership@avsc.co.uk) to advise each successful trial, advises swimmer name, contact details, which squad.

Membership Secretary informs parent about fees for squad and asks parent/swimmer to complete membership form.

Membership Secretary processes membership form and Swim England membership after parent completes it

Membership Secretary requests parent and swimmer to read all consent forms and complete medical consent form

Membership Secretary informs Treasurer of new member details and squad (after the parent has completed all the membership forms)

Step 5. Treasurer Role

For every joiner the Treasurer checks the account set up, payment plan etc., sends an email, produces manual invoices for fees, Swim England and Club Membership and pays Swim England.

For every leaver the Treasurer emails to agree notice periods and outstanding fees etc., checks for payments, before closing the account.

All new starters receive an email from the Treasurer, once they are live in SM and their registration has been processed with Swim England. An example is below. It details all of the fees that will be charged, when they will be charged and how to pay them.

Example letter sent by Treasurer

Hi (Parent),

Welcome to the club, (Swimmer)!

You should have received a welcome email from our Membership team explaining the systems we use and how to log in etc. Please now find below some details about fees and how to pay.

*Based on the current timetable, training fees for the **Performance Age (PA)** Squad are **£88.00** per month (**£352.00** per term).*

Your fees may have been adjusted if you have joined part way through a month or term.

If you have an invite for sessions with another squad your fees may be different, so please do check your invoices.

Billing is automated and invoices for training fees will be generated on the 1st of the month (September, January and May for termly fees or each month for monthly fees).

Fees are calculated over the full season and then divided into 12 monthly or three termly instalments.

You will also see some other charges during the year.

In September you will be invoiced for the Annual AVSC Membership fees (currently £30 for the season, September to August). If you have joined part way through a membership year, you will see an invoice for this, charged on a pro-rata basis, for the remainder of the season.

In January each year, or at the point that you join, we also invoice for the Swim England Annual Membership fee (calendar year). This is a mandatory membership for all swimmers and provides insurance cover whilst swimming with the club. Swim England do not offer pro-rata charges for this membership so the full fee is payable, regardless of when you join during the year. You will only ever pay Swim England membership once in a year so if you are currently, or have been, registered with another club during the year there will be no charge from us.

You should receive a notification when an invoice is added to your account. Please do log in before paying and check the balance outstanding on the invoice, in case any credits or unallocated payments have been allocated against it.

Please remember that making payments is a 2-step process

1) Make the payment via your own online/telephone banking to

Abingdon Vale Swimming Club

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96544929

then

2) Log in to your Swim Manager account. Go to your Invoices section and click on the Make a Payment button (top right). Enter the payment details (amount, date, method) and then select the invoices being paid from the Open Invoices at the bottom of the page.

Please make sure that the details entered match the payment made i.e. if you make one payment for multiple invoices, enter the total amount and select all of the invoices paid or, if you make a separate payment for each invoice, enter separate payment details for each one.

The best way to pay your training fees is by setting up a Standing Order with your bank (we do not use Direct Debits). You can then create a Regular Payment within your Swim Manager account to automatically add the details each month/term. Job done - no need to remember to do anything!

Any questions just shout.

Happy swimming!

Nicki

Treasurer

AVSC

Names in this document and positions within the club as of September 2022

Position	Name of person in position referenced in this document
Trial coordinator	Leanne Kenny
Membership secretary	Ofelia Pastor
Academy coordinator	Ali Turner
Head Coach	Amanda Ford
Coach	Russell Paul
Academy Coach	Dave Lowe
Coach	Logan Bryan
Treasurer	Nicki Belcher